



## STATE OF INDIANA

### DEPARTMENT OF ADMINISTRATION

#### Procurement Division


402 W Washington Street, Room W468

Indianapolis, Indiana 46204

317 / 232-3053

To: Rob Wynkoop, Deputy Commissioner

From: Shelley Harris, Manager

Date: August 25, 2008 

Subject: Recommendation of Selection for RFP-8-81  
Provider of Collection Services for the Indiana Department of  
Workforce Development (DWD)

#### **Estimated Contract Cost: Zero Cost to the State**

Based on the evaluation of the DWD's evaluation team, I agree with the recommendation to select **Premiere Credit** to provide collection services.

These collection services of outstanding tax liabilities will be provided to the Unemployment Insurance Unit of DWD.

The RFP was posted on the State of Indiana website and notification of the posting was sent to 337 potential respondents, 18 which were known to be registered as minority businesses and 28 which were known to be registered as women-owned businesses. The evaluation team received six (6) proposals: Penn Credit, Premiere Credit, NCO Financial Systems, Alliance One, AMS (American Municipal Services) and UCB.

The proposals were evaluated by a three-member team according to the following criteria established in the RFP:

#### Step 1

- Adherence to Requirements (pass/fail)

#### Step 2 (55 points possible)

- Management Assessment/Quality (50 points)
- Price (5 points)

#### Step 3 (45 points possible)

- Indiana Economic Impact Form (15 points)
- Buy Indiana Initiative (10 points)
- Minority (10 points) and Women Business (10 points) Subcontractor Commitment (20 total possible points)

**Step 1 – Adherence to Requirements – Pass/Fail**

All respondents passed Step 1 of the evaluation process.

**Step 2 – Management Assessment/Quality and Price**

In this step, the Management Assessment/Quality and Price categories were scored.

Below are the respondent's scores out of 55 possible points for this category.

Respondent	State	Management Assessment/ Quality Score	Price/Contingency Fee	Price Score	Total Step 2 Score
Premiere	IN	49 points	13.60%	4.5 points	53.50 points
NCO	VA	45.66 points	16.50%	3.7 points	49.36 points
UCB	OH	41 points	14.00%	4.35 points	45.35 points
Alliance One	MN	18.33 points	20.00%	3.05 points	21.38 points
Penn	PA	15.33 points	12.25%	5 points	20.33 points
AMS	TX	13.66 points	17.00%	3.6 points	17.26 points

Based on the low Step 2 scores indicated in the table above, the following respondents did not move on to Step 3 of the evaluation process.

**Alliance One** – This respondent scored 18.33 points out of a possible 50 points in the management assessment/quality category based on a response to was unclear about their ability to maintain appropriate staffing level along with no demonstration that they have sufficient or related experience.

Alliance One did not move to Step 3 of the evaluation process.

**Penn Credit** – This respondent scored 15.33 points out of a possible 50 points in the management assessment/quality category based on an unclear ability to perform the required duties, no demonstration that a reasonable relationship between its collection fee and its proven success in collecting delinquencies or their plan for subcontracting legal services. Additionally, this respondent's references stated that their ability to collect debt in a timely manner along with accurate problem resolution was just satisfactory and/or marginal.

Penn Credit did not move to Step 3 of the evaluation process.

**AMS** – This respondent scored 13.66 points out of a possible 50 points in the management assessment/quality category based on an unclear ability to perform the required duties, no appearance of having experience in collection taxes, proposed procedures did not discuss collection of taxes and the information that was provided was not very detailed. Additionally, it did not appear that quality or sufficient staff would perform the required services.

AMS did not move to Step 3 of the evaluation process.

**Premiere Credit** – This respondent scored 49 points out of a possible 50 points in the management assessment/quality category based on a clear understanding of the RFP, demonstrated related experience and extensive knowledge to perform the required duties. This respondent also demonstrated that they could provide the services that would meet DWD's requirements along with experienced staff to perform the services needed.

Premiere Credit moved to Step 3 of the evaluation process.

**NCO** – This respondent scored 45.66 points out of a possible 50 points in the management assessment/quality category based on an understanding of the RFP, related experience and knowledge to perform the required duties along with a good collection rate.

NCO moved to Step 3 of the evaluation process.

**UCB** – This respondent scored 41 points out of a possible 50 points in the management assessment/quality category based on an understanding of the RFP, related experience and knowledge to perform the required duties.

UCB moved to Step 3 of the evaluation process.

### **Step 3**

In this step, the proposals were scored based on the Buy Indiana, Indiana Economic Impact, and Minority and Women Business Subcontractor Commitment categories in the RFP. Below is the respondent's score out of 45 possible points for the three categories:

Respondent	IEI	Buy Indiana	MBE	WBE	Step 3 Score
Premiere	15 points	10 points	10 points	10 points	45 points
UCB	8.55 points	0 points	8.9 points	8 points	25.45 points
NCO	2.10 points	0 points	0 points	8 points	10.1 points


Total Step 3 scores were added to the total Step 2 scores to arrive at the following overall total score:

Respondent	State	Step 2 Score	Step 3 Score	Overall Total Score
Premiere	IN	53.50 points	45 points	98.5 points
UCB	OH	45.35 points	25.45 points	70.8 points
NCO	VA	49.36 points	10.1 points	59.46 points

The top overall high scoring respondent, Premiere Credit, has been selected to provide collection services for DWD.

This agreement will be for a period of one (1) year with the option to renew for an additional three years.

APPROVED:

 for  
 \_\_\_\_\_  
 Carrie Henderson, Commissioner